

Steps for 'service request'

The screenshot displays the Cathay Pacific Agents portal interface. At the top, the header includes the Cathay Pacific logo and 'Cathay Agents' on the left, and 'Inbox 5', a user profile icon, 'Sign out', and a search icon on the right. Below the header is a navigation menu with tabs for 'News', 'Fares & Service Request', 'Group management', 'Policies and Procedures', 'Experience', 'Support', and 'Cathay NDC'. A notification banner below the menu states '6 Important alert(s) Visa hard copy requirement for Indian nationals - 14 Nov 2022 15:00IST' with a 'View all' link. The main content area features a 'Welcome, [redacted] CATHAY PACIFIC AIRWAYS LTD' message on the left. On the right, there are five circular icons: 'Faresheet', 'Fare Enquiry', 'Service Request' (highlighted with an orange box), 'Group Services (OLGM/OLGC)', and 'Group Request (Add/Edit)'. A callout box with the text 'Click here' and an arrow points to the 'Service Request' icon. Below the icons, the word 'News' is visible on the left side of the page.

Steps for 'service request'

The screenshot shows the Cathay Pacific Agents portal interface. At the top, there is a dark green header with the Cathay Pacific logo and 'Cathay Agents' on the left, and 'Inbox 5', a user profile icon, and 'Sign out' on the right. Below the header is a navigation menu with items: News, Fares & Service Request, Group management, Policies and Procedures, Experience, Support, and Cathay NDC. The main content area is titled 'Service request summary' and includes sub-sections for 'Inbox 7', 'Sent 0', and 'Archived 0'. A search bar is present with the text 'Search by' and 'Inbox'. In the bottom right corner of the main area, there are links for 'All | Unread'. A callout box with a white background and a brown border contains the text 'Click on 'new service request'' with an arrow pointing to a blue button labeled 'New service request' which is highlighted with an orange border.

Example: Fare rules enquiry

< [Service request summary](#)

New service request

Service request

All fields are required unless marked as optional.

Request information

PNR Autofill helps you automatically fill in passenger name and itinerary directly from a PNR.

[Click here to retrieve a PNR](#) ▾

SERVICE REQUEST TYPE
Fare Rules Enquiry

Service Request Type

- GSO access
- Ticket status
- RA status
- ADM query
- ZYK Lounge Access
- BSP ticketing authority
- Capping
- General Enquiries
- Fare Rules Enquiry**

From the drop down select Fare rules enquiry

Example: Fare rules enquiry

[< Service request summary](#)

New service request

Service request

All fields are required unless marked as optional.

SERVICE REQUEST TYPE
Fare Rules Enquiry

Request information

PNR Autofill helps you automatically fill in passenger name and itinerary directly from a PNR.

[Click here to retrieve a PNR](#)

RLOC

Passenger 1

Passenger name (optional)

E-ticket number (optional)

[+ Add passenger](#)

Account Manager(optional)

Please do not provide any personal data such as personal information(e.g. full name, date of birth, etc.), personal identification information(e.g. travel document details, national ID details etc.), or personal account numbers (e.g. credit card or bank account number, etc.) in your message.

Remarks (optional)

Select 'click here to retrieve a PNR'

Example: Fare rules enquiry

Step 1: Update passenger 'Family name' 'RLOC'

Step 2: Click 'Retrieve'

Step 3: Update 'ticket number'

Step 4: Select account manager name from drop down

All fields are required unless marked as optional.

SERVICE REQUEST TYPE
Fare Rules Enquiry

Request information

PNR Autofill helps you automatically fill in passenger name and itinerary directly from a PNR.

Family name

RLOC

Retrieve

Cancel ^

RLOC

Passenger 1

Passenger name (optional)

E-ticket number (optional)

+ Add passenger

Account Manager(optional)

Please do not provide any personal data such as personal information (e.g. full name, date of birth, etc.), personal identification information (e.g. travel document details, national ID details etc.), or personal account numbers (e.g. credit card or bank account number, etc.) in your message.

Remarks (optional)

Attachment (optional)

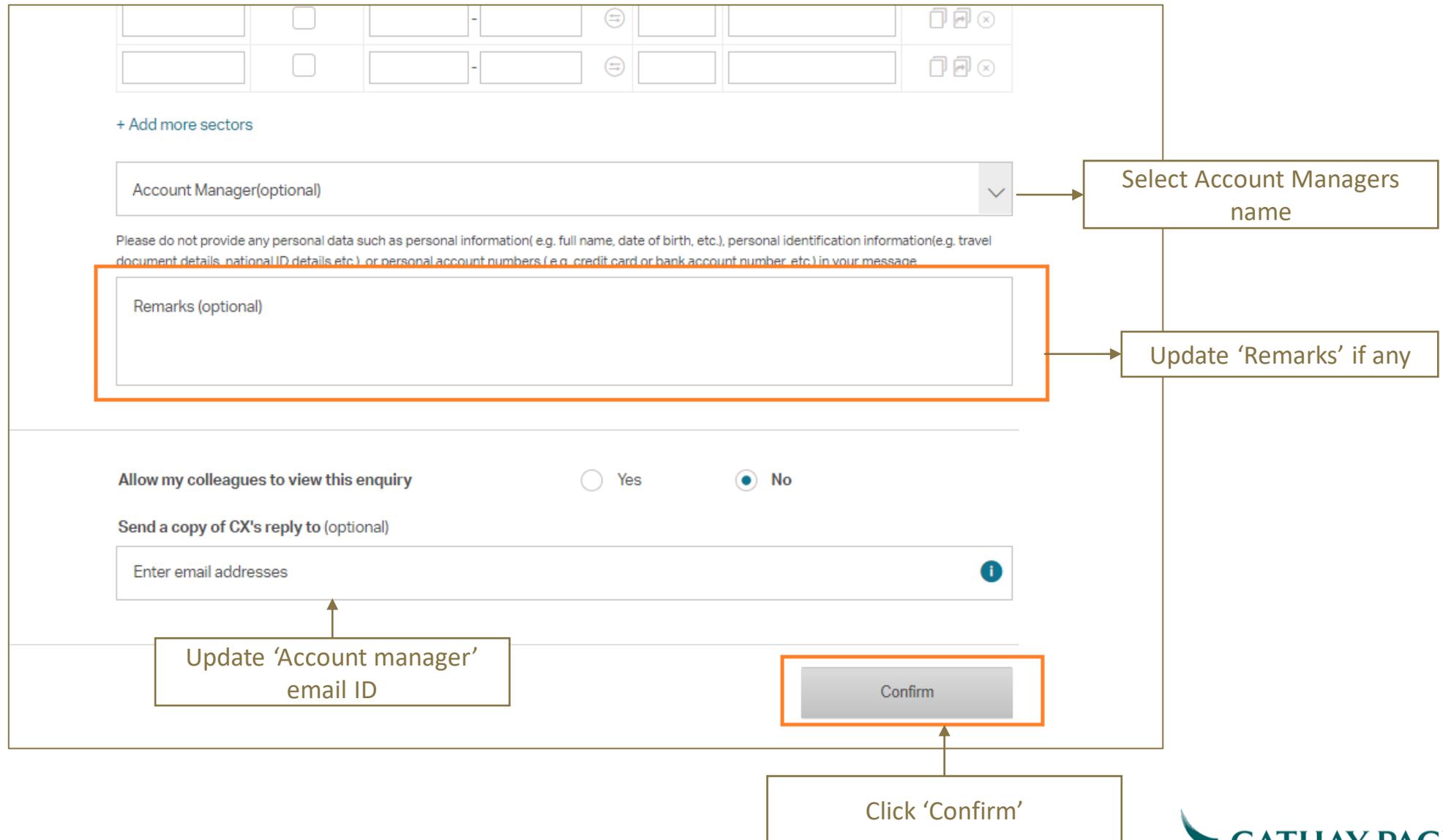
Please do not provide personal account numbers (e.g. credit card or bank account number, etc.) in the attachment.

Drag and drop file to upload

or, choose file

doc/docx, gif, png, jpeg/peg, tif/tiff, xls/xlsx, csv, txt, pdf only. Max file size:2MB

Example: Fare rules enquiry



Example: Fare rules enquiry

Remarks (optional)

Please verify and confirm the service request.

Service request type RLOC

Fare Rules Enquiry

Account Manager
-

Remarks
-

Attachment
-

Allow my colleagues to view this enquiry
No

Send a copy of CX's reply to
-

email notifi

Click 'Confirm'

Cancel Confirm